Vol. 10 No. 3 FALL 2000

AUTHORIZED REPAIR CENTER

Network News

A News Update For Nintendo Authorized Repair Centers℠

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Nintendo Network News
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National Field Service Department
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Website Updates

By Rob McCuistion

The User Name and Password to the Field Services website has been changed. You should have received a fax notifying you of the new ID and Password. If you do not have the new ID and Password, contact Field Service at (800)447-8373.

In our last newsletter, we asked service centers that were interested in linking their website from our Field Service website, to submit their Website URL address. We have updated our website with the links from those service centers that responded. Please visit our website and check this new feature. If you have not submitted your URL address and would like to, please refer to the Summer 2000 Newsletter on how to submit it.

Servicer Spotlight

By Michael Hughes

Turnpike Appliance of Suffolk, Inc., has been serving the Long Island community, as a family business, since 1960. The store is currently owned and operated by Michael Donovan and staff. Michael has been working at Turnpike for what seems to him, like forever. At the age of 16, Michael began riding his bike to work at the store after school. He has a wife, two children, and has even recently reached a milestone of 40 years of age. He freely admits he is addicted to bass fishing and extreme skiing.

The sixties and seventies found Turnpike making repairs of small appliances. As time has progressed, small appliances have become somewhat disposable. Therefore, when the eighties and nineties came about, Turnpike began to diversify its products and service. Major changes began with vacuum sales, service and parts. These changes that were made back in the early eighties, now comprise over half of Turnpike Appliance's business. "This ongoing diversification process has taken us down a new path, which includes toys and electronics. Nintendo and Power Wheels products have become a part of so many families' lives. This new brand of service has consistently attracted young families, and brought in many new customers. We have also expanded the business into major appliance part sales, and are always researching new areas to become involved with."

Future plans for this store include service of commercial equipment, power tools, and any other opportunities that may arise. "I'm always watching for any future endeavors to be a part of," explains Michael. "A special thanks to Nintendo for allowing so many small businesses the opportunity to be a part of the electronics and video world."

Tech Tips

By Luther Smith

When coming in for repairs, it is always important to request that customers bring all of their games along with their system that is being repaired. Often times, what appears to be a broken system, is actually a problem with the game pak or accessories. The following are a few situations to be aware of:

1.) The Game Boy® pocket has sound but no picture.

Check to see what kind of games are being played when this problem occurs. Games with clear housings were designed to be played on the Game Boy Color® "only" and will not show a picture on the original Game Boy® or the Game Boy pocket.

2.) The N64® has a blank screen.

Check to see if a Rumble Pak® is being used with the system. Some titles, not designed for use with the Rumble Pak, will not work at all (blank screen) if the rumble pak is being used with the system.

3.) The games won't save.

Check to see which games this problem affects. There were some Pokémon® Red and Blue game paks sold that couldn't withstand all of the abuses dished out by 8 year olds and battery terminals detached. In addition, any game pak in which the battery is worn out or has separated from the contact clip, will not save the memory.

Important note: Do not attempt to re-solder the contact clip onto the battery. This will cause the battery to overheat and may cause it to explode.

R.A. Forms

By Rob McCuistion

The R.A. Forms have been revised to include Nintendo of America Inc.'s new shipping address. If you send returns to the old address, you will incur a $5.00 address correction charge by UPS. If you have not received the new forms, or have any questions about them, contact the Parts Department at (800)531-4048.

New Address: 4900 150th Ave NE
Redmond, WA 98052

NPSC Convention 2000

By Michael Hughes

Jon Pedersen, Joe Conklin and I attended the National Professional Service Convention held in Sparks, NV. The turnout was fantastic with over 90 booths staffed by many leading manufacturers such as Hitachi, Sony, Philips,Toshiba and of course, yours truly. This two day convention was held the 9th and 10th of August just outside of Reno at the Nugget Hotel which provided many post trade show diversions. Each day's four hour trade show featured many giveaways hosted by an entertaining master of ceremonies who kept the show flowing smoothly.

It was a pleasure to meet many of our servicers who I've spoken with over the years but had never met face to face. The trade show provided an ideal opportunity to visit with many existing and potential servicers who stopped by our booth. It probably didn't hurt that our booth was located next to the beverage booth both days. Many good ideas were exchanged (i.e., the desire to see electronic claim submission) and we look forward to next year's show in Las Vegas.

Authorized Servicer Agreement Reminder

By Michael Hughes

It's contract renewal time once again and there are a few of you left who've not returned your Authorized Servicer Agreement. If you have not returned your agreement or have misplaced it, please contact Michael Hughes at (800) 447-8373.

It is imperative that you sign this document and return it to us in order to continue to represent Nintendo of America Inc. To date, 81% of you have returned your Agreement and we appreciate this prompt response very much. If you have any questions regarding your Agreement, please feel free to call Monday-Friday 6AM-3PM (PT).

Manager's Corner

By Joe Conklin

As servicers, you must work closely with the public, I'm sure more closely than you wish to at times. Many of Nintendo's consumers who bring in systems for repair are articulate, well groomed and sensitive individuals, while others make you test your customer service skills.

At Nintendo, our consumer services reps receive thousands of call each day from our customers looking for repair locations, game help and information on new releases. As you can imagine, some of these calls could be classed as mission impossible, here are some examples:
caller-"I'm stuck on this level in Zelda"
rep-"Where are you stuck"
caller-"In my house"
rep-" I mean where in the game"
caller-"See this level on the TV"
rep-"I can't see your TV - we are on the phone"
caller "You're no help" click.

One lady called up and wanted to thank us for making such a great system. She claimed it had been relaxing her for weeks since she had gotten the system. She found it very soothing. The rep asked what her favorite games were, to which she replied "What are games?". Seems she had been staring at the TV screen watching the snow and playing with the controller, very soothing.

Troubleshooting repair calls can be very illuminating:
caller-"My N64 is not working"
rep- "Do you get a power light on the system"
caller-"Nope"
rep-"Have you tried another outlet"
caller-"Yup"
rep-"Can you read the serial number to me so I can check your warranty"
caller-"Nope, the power is out so I can't see it"
rep-"Did the system first stop working when the power went out?"
caller-"Yup".

While it is fun to remember some of our more memorable consumer experiences, it is important we recognize that without consumers we would not be in business. So the next time that you find yourself becoming a little frustrated with a particularly difficult customer, remember, you are getting paid to deal with them, pity their poor families.

Starlight Children's Foundation℠ Fun Centers

By Lynnette Anderson

Calling all Nintendo Authorized Repair Centers! Do you want to feel warm and fuzzy? Be part of the technical support team for the Starlight Children's Foundation Fun Centers.

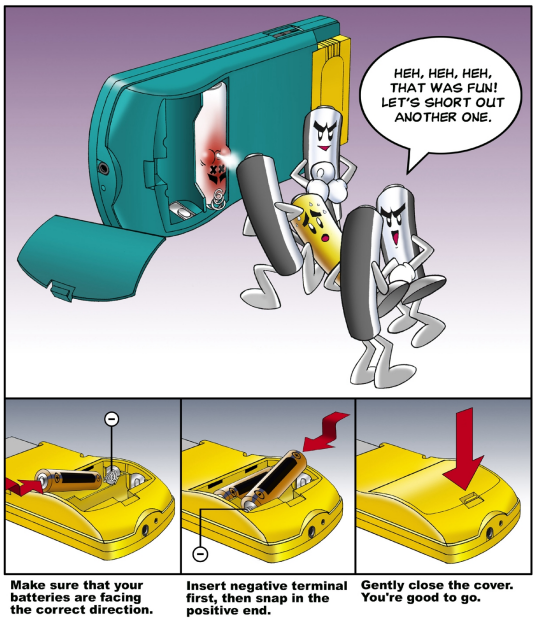
The Starlight Children's Foundation, founded in 1983, is an international nonprofit organization that touches the lives of over 74,000 seriously ill children and their families each month. There are approximately 2,000 Fun Centers in about 800 hospital pediatric wards throughout the United States and Canada. These Fun Centers have proven their therapeutic value for these seriously ill children.

Nintendo of America Inc., is a major supporter of the Starlight Children's Foundation. The Fun Centers are purchased by donors and corporations. Nintendo builds the Fun Centers and provides support after they are delivered to the recipient hospitals. Inside each Fun Center is either a Nintendo Super NES® or Nintendo® 64 system with a VCR and games for the children to play.

When a hospital is unable to repair their Fun Center, they call Nintendo or Starlight, who work together to provide parts and technical support at no cost to the hospital. We need qualified Nintendo authorized repair personnel who would like to assist with the repairs when called. These tasks are independent from your Nintendo Authorized Repair Center℠ agreement.

If interested, please fill out the form attached to this newsletter and fax it to:
Barb Kelly-Ruff at 425-558-7176

Assault and Batteries


HEH, HEH, HEH, THAT WAS FUN! LET'S SHORT OUT ANOTHER ONE.
Make sure that your batteries are facing the correct direction.
Insert negative terminal first, then snap in the positive end.
Gently close the cover. You're good to go.

Nintendo News

Guinness Taps The Net For Heady Record Book

USA Today August 22, 2000
Pokemon® Yellow for Game Boy finds its place in the new Guinness World record book for being the fastest-selling computer game since its October 18 release.

Did you Know...

Sixty percent of all Americans age six and older play computer and video games.

The average age of a game player is 28 years old.

The vast majority of people who play do so with friends and family.

Computer and video games have been the fastest growing segment of the U.S. entertainment industry since the mid 1990's, generating more than $6.1 billion in sales in 1999.

In 1999, over 215 million computer and video games were sold, or almost two games for every household in America.

Meet Barb Kelly-Ruff

By Lynnette Anderson

Meet Barb Kelly-Ruff, Consumer Products Representative, Technical Services Department. Barb not only handles the walk-in repair center counter for customer repairs at Nintendo, she coordinates the Starlight Foundation Fun Center technical support team and product controller requests for persons with special needs. Barb also assists with providing giveaway items for your promotional events.

You may contact Barb by fax (425-558-7176) if you have a promotional event coming up and need give-away items. Don't forget to obtain prior approval for your event from Lynnette Anderson, Field Service Advertising Coordinator (fax: 425-558-7129).

Barb has been with Nintendo for over 10 years and can answer just about any question you might have about our Nintendo product. She has a wealth of information about what to see and where to go in the Seattle area. Barb actively volunteers and lends her support to various charitable organizations including the Diabetes and Starlight Foundations. Barb is also a huge fan of our local sports teams.